

**FOI**

Highest ever Q3 receipts matched by record closures.

Very low front end caseloads. Taking longer to close cases.

**DP**

13% more referrals but a decrease in the percentage of cases where compliance with DP was unlikely.

**Helpline**

23% increase in calls received so far this year. Changes in telephony system implemented which should reduce receipts.

Simon Entwisle

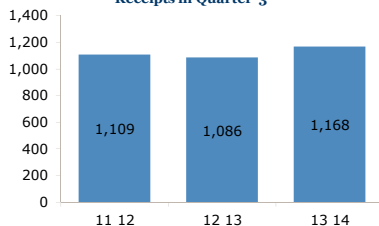
# FOI complaint casework

January 2014 - Quarter 3

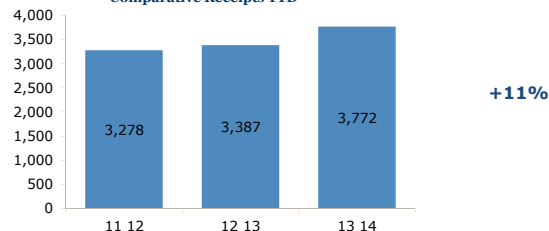
## Received

	2012/13	2013/14
Quarter 1	1,180	1,335
Quarter 2	1,121	1,269
Quarter 3	1,086	1,168
Quarter 4	1,304	
<b>Total</b>	<b>4,691</b>	<b>3,772</b>

## Receipts in Quarter 3



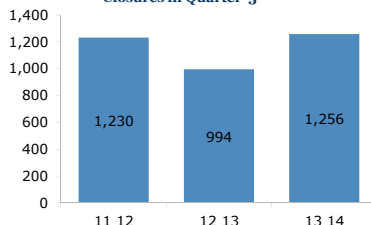
## Comparative Receipts YTD



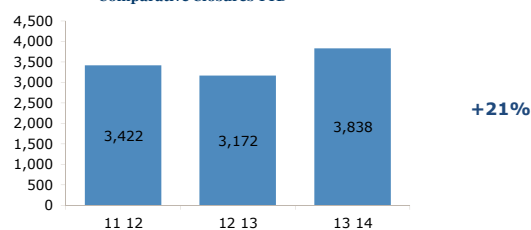
## Closed

	2012/13	2013/14
Quarter 1	1,094	1,297
Quarter 2	1,084	1,285
Quarter 3	994	1,256
Quarter 4	1,524	
<b>Total</b>	<b>4,696</b>	<b>3,838</b>

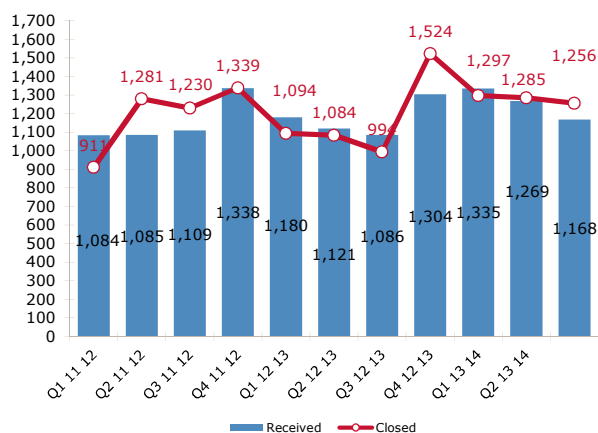
## Closures in Quarter 3



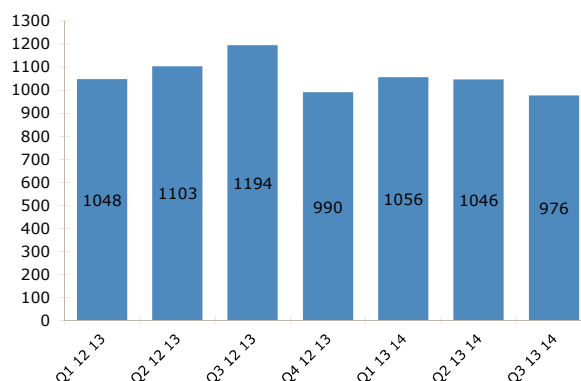
## Comparative Closures YTD



## Receipt & Closures by Quarter



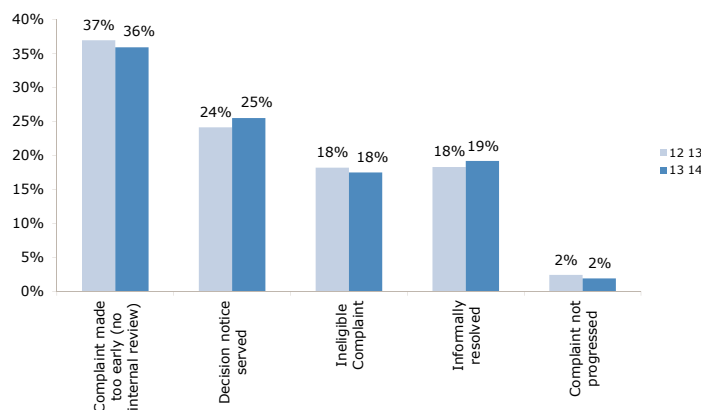
## Caseload at end of each Quarter



## FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q3	%
0 - 30 days	679	54%
31 - 90 days	113	9%
91 - 180 days	283	23%
181 - 270 days	153	12%
271 - 365 days	27	2%
1 yr - 18 months	1	0%
<b>Total</b>	<b>1,256</b>	<b>100%</b>

## FOI Complaint Comparative Outcomes Q3



## Decision Notices Served

	2012/13	2013/14
Quarter 1	214	232
Quarter 2	275	298
Quarter 3	235	316
Quarter 4	382	
<b>Total</b>	<b>1,106</b>	<b>846</b>

+17%

## Decision Notices Served by outcome

	2012/13				2013/14			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	104	47	63	214	139	28	65	232
Quarter 2	145	41	89	275	176	48	74	298
Quarter 3	145	31	59	235	202	43	71	316
Quarter 4	221	61	100	382				
<b>Total</b>	<b>615</b>	<b>180</b>	<b>311</b>	<b>1,106</b>	<b>517</b>	<b>119</b>	<b>210</b>	<b>846</b>

Some complaints that are originally classified as FOI receipts are subsequently reclassified and removed from the receipt total. This affects the caseload and causes it not to balance with quarterly receipts and closures.

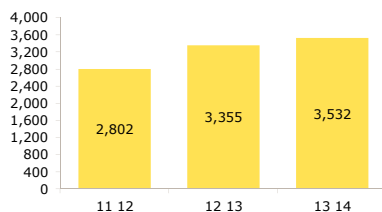
# DP complaint casework

## January 2014 - Quarter 3

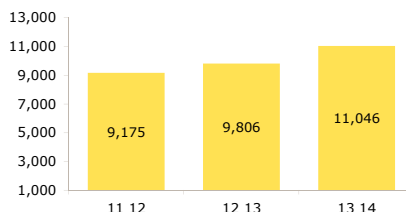
### Received

	2012/13	2013/14
Quarter 1	3,311	3,676
Quarter 2	3,140	3,838
Quarter 3	3,355	3,532
Quarter 4	3,965	
<b>Total</b>	<b>13,771</b>	<b>11,046</b>

### Receipts In Quarter 3



### Comparative Receipts YTD

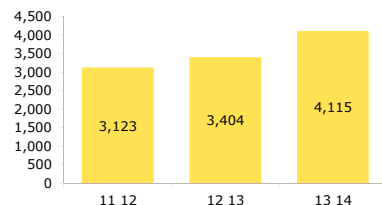


+13%

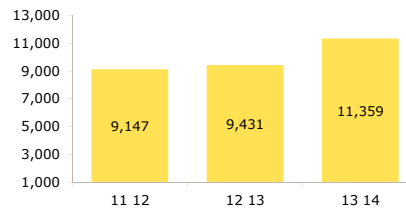
### Closed

	2012/13	2013/14
Quarter 1	2,695	3,402
Quarter 2	3,332	3,842
Quarter 3	3,404	4,115
Quarter 4	4,611	
<b>Total</b>	<b>14,042</b>	<b>11,359</b>

### Closures in Quarter 3

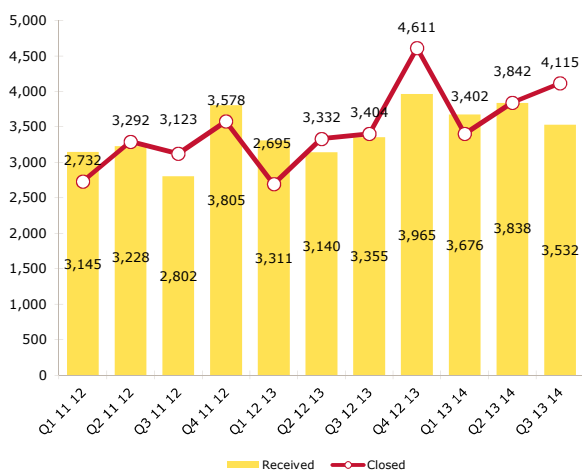


### Comparative Closures YTD

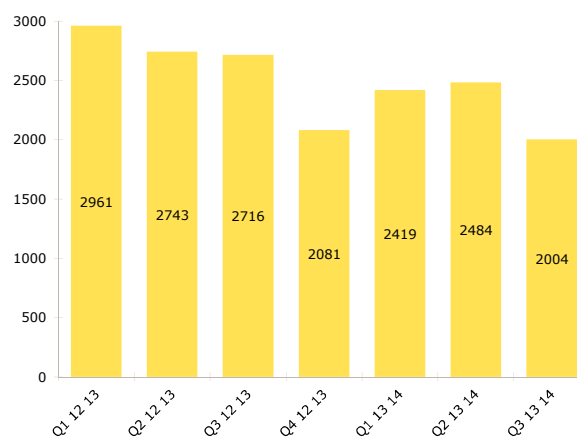


+20%

### Receipts and Closures by Quarter



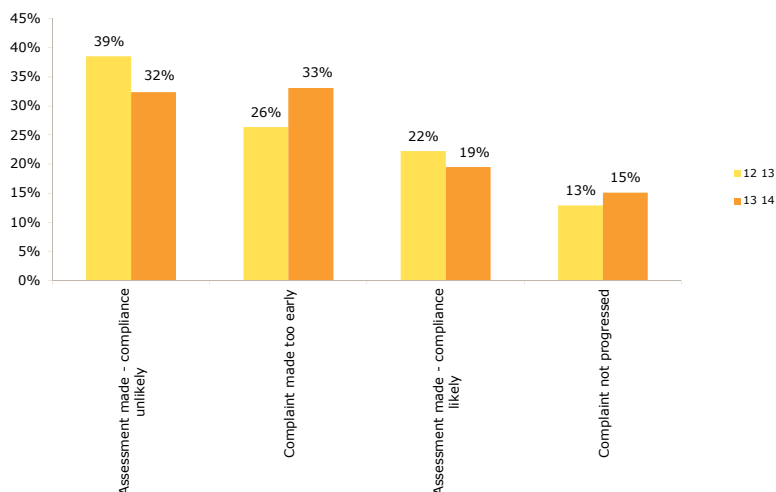
### Caseload at the end of each Quarter



### DP Complaints - Age profiles of finished casework

Age profile	Q3	%
0 - 30 days	2,426	59%
31 - 90 days	656	16%
91 - 180 days	899	22%
181 - 270 days	133	3%
271 - 365 days	1	0%
<b>Total</b>	<b>4,115</b>	<b>100%</b>

### Complaint Comparative Outcomes Q3

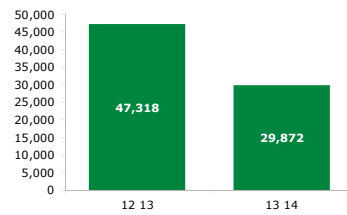


Some complaints that are originally classified as DP receipts are subsequently reclassified and removed from the receipt total. This affects the caseload and causes it not to balance with quarterly receipts and closures.

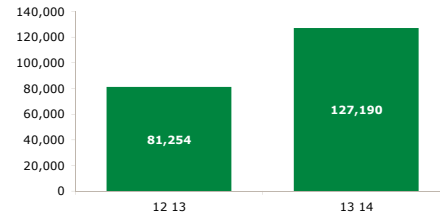
Concerns reported

	2012/13	2013/14
Quarter 1	13,265	57,236
Quarter 2	20,671	40,082
Quarter 3	47,318	29,872
Quarter 4	80,644	
Total	161,898	127,190

Concerns reported in Quarter 3



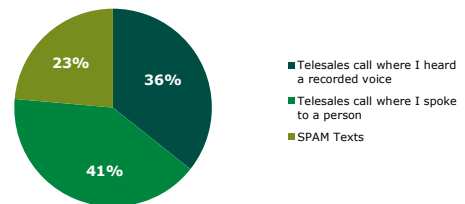
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2012/13			2013/14		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	6,110	1,983	4,887	34,066	15,347	7,445
Quarter 2	5,300	6,972	8,099	17,007	15,687	7,080
Quarter 3	10,506	18,425	18,044	10,548	12,050	6,976
Quarter 4	53,922	15,042	11,271			
Total	75,838	42,422	42,301	61,621	43,084	21,501

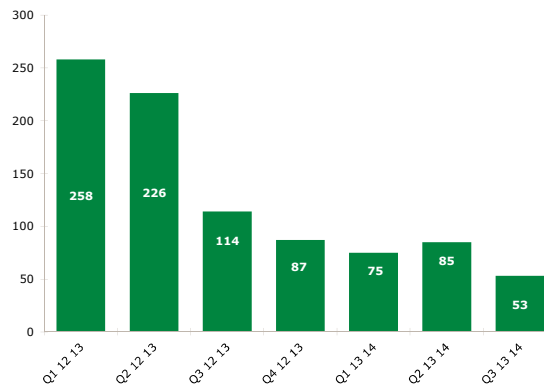
Nature of telesales and SPAM texts reported Q3



Cookie concerns reported

	2012/13	2013/14
Quarter 1	258	75
Quarter 2	226	85
Quarter 3	114	53
Quarter 4	87	
Total	685	213

Cookie concerns reported



FOI and EIR Complaints - Age profiles

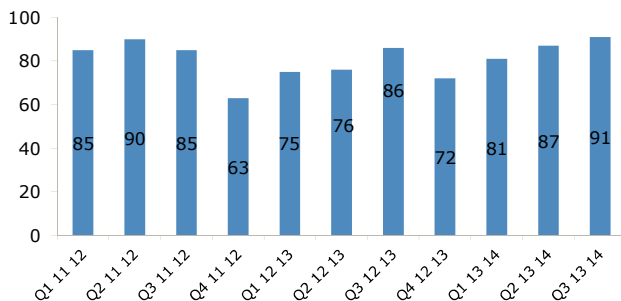
Age profile	Caseload Q3	%
0 - 30 days	239	24%
31 - 90 days	319	33%
91 - 180 days	307	31%
181 - 270 days	96	10%
271 - 365 days	13	1%
1 yr - 18 months	2	0%
<b>Total</b>	<b>976</b>	<b>100%</b>

DP Complaints - Age profiles

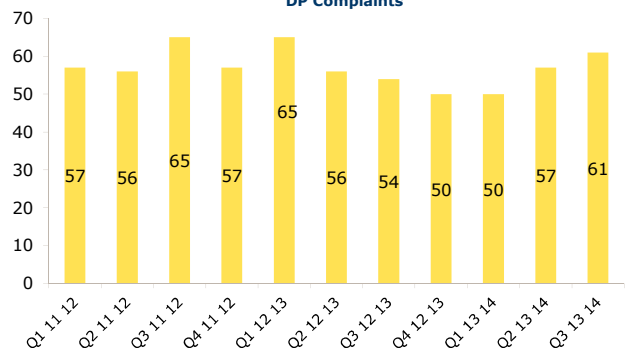
Age profile	Caseload Q3	%
0 - 30 days	723	36%
31 - 90 days	784	39%
91 - 180 days	438	22%
181 - 270 days	58	3%
271 - 365 days	1	0%
<b>Total</b>	<b>2,004</b>	<b>100%</b>

Average age of caseload in days at end of each quarter

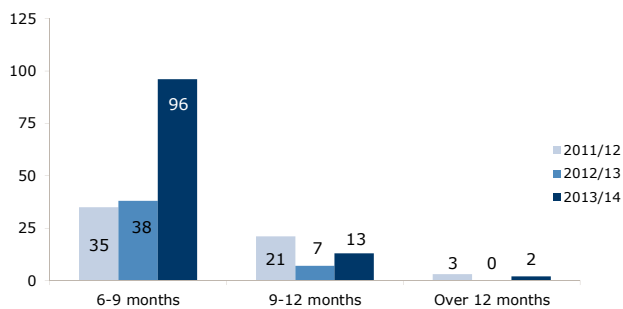
FOI and EIR Complaints



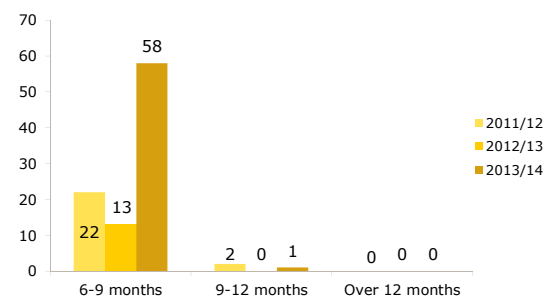
DP Complaints



FOI and EIR Complaints over 6 months old



DP Complaints over 6 months old

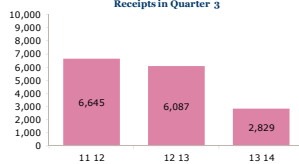


#### Written advice casework received

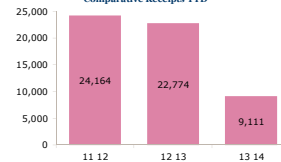
	2012/13		2013/14	
	General advice	Registration	Total	General advice
Quarter 1	2,901	4,711	7,612	3,064
Quarter 2	2,847	6,228	9,075	3,218
Quarter 3	2,593	3,494	6,087	2,829
Quarter 4	2,915	3,022	5,937	
Total	11,256	17,455	28,711	9,111

#### Written advice

Receipts in Quarter 3



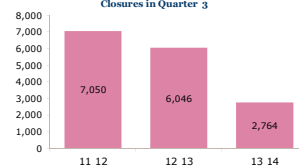
Comparative Receipts YTD



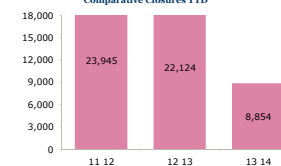
#### Written advice casework closed

	2012/13		2013/14	
	General advice	Registration	Total	General advice
Quarter 1	2,709	4,534	7,243	3,051
Quarter 2	3,015	5,820	8,835	3,039
Quarter 3	2,650	3,396	6,046	2,764
Quarter 4	3,211	3,707	6,918	
Total	11,585	17,457	29,042	8,854

Closures in Quarter 3



Comparative Closures YTD

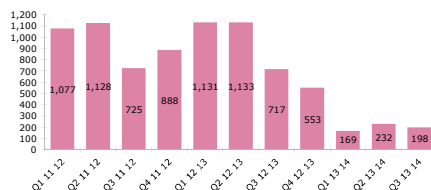


#### Total written advice - age profile

Age profile	General advice Caseload Q3	%
0 - 30 days	190	96%
31 - 90 days	7	4%
91 - 180 days	1	1%
Total	198	100%

Since the introduction of our new registration service, requests for registration advice are no longer measured separately and are part of our overall registration service transactions. We will be developing MI to cover our new registration service during the financial year 2014-15.

Caseload at the end of each Quarter



#### Helpline advice

##### Helpline calls received

	2012/13	2013/14
Quarter 1	52,966	64,231
Quarter 2	56,309	73,030
Quarter 3	54,629	63,553
Quarter 4	61,234	
Total	225,138	200,814

##### % calls answered

	2012/13	2013/14
Quarter 1	96%	93%
Quarter 2	96%	93%
Quarter 3	95%	95%
Quarter 4	94%	
Total	95%	94%

##### Helpline calls YTD

	2012/13	2013/14
Received	225,138	200,814
Answered	213,813	187,931
% Answered	95%	94%

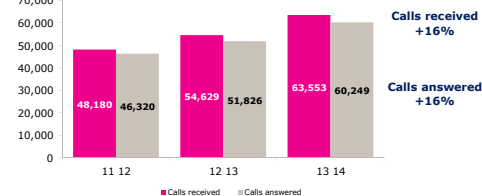
##### Helpline calls answered

	2012/13	2013/14
Quarter 1	50,715	59,686
Quarter 2	53,879	67,996
Quarter 3	51,826	60,249
Quarter 4	57,393	
Total	213,813	187,931

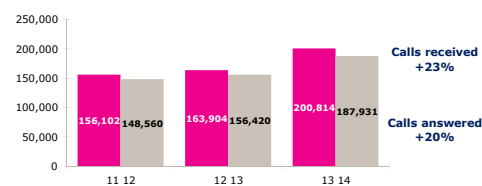
##### Average wait time

	2012/13	2013/14
Quarter 1	42	100
Quarter 2	45	94
Quarter 3	55	89
Quarter 4	65	
Average Wait YTD	52	89

Total Helpline Calls Received in Quarter 3



Comparative Total Calls Received YTD

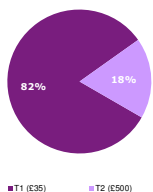


#### Registration fee income

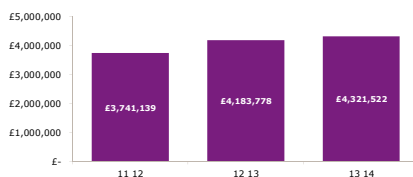
##### Fee income received

	2012/13	2013/14
Quarter 1	£3,831,140	£3,773,331
Quarter 2	£3,797,398	£3,891,318
Quarter 3	£4,183,778	£4,321,522
Quarter 4	£4,461,358	
Total	£16,273,674	£11,986,171

##### Fee income received in Q3 by fee tier



Registration Fee Income for Quarter 3



Comparative fee income YTD



#### Enforcement cases created

		Data Protection	PECR	FOI and EIR
2012/13	Quarter 1	286	3	0
	Quarter 2	339	37	1
	Quarter 3	417	28	7
	Quarter 4	379	39	4
	<b>Total</b>	<b>1,421</b>	<b>107</b>	<b>12</b>
2013/14	Quarter 1	365	30	5
	Quarter 2	430	29	5
	Quarter 3	482	26	0
	Quarter 4			
	<b>Total</b>	<b>1,277</b>	<b>85</b>	<b>10</b>

#### Self-Reported Breaches

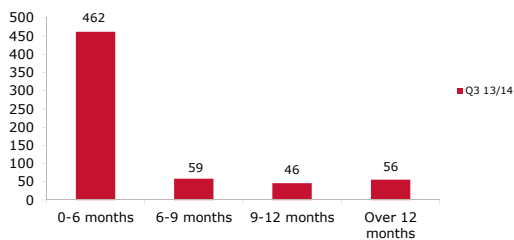
	2012/13	2013/14
Quarter 1	239	288
Quarter 2	297	364
Quarter 3	303	387
Quarter 4	337	
<b>Total</b>	<b>1,176</b>	<b>1,039</b>

#### Enforcement cases finished

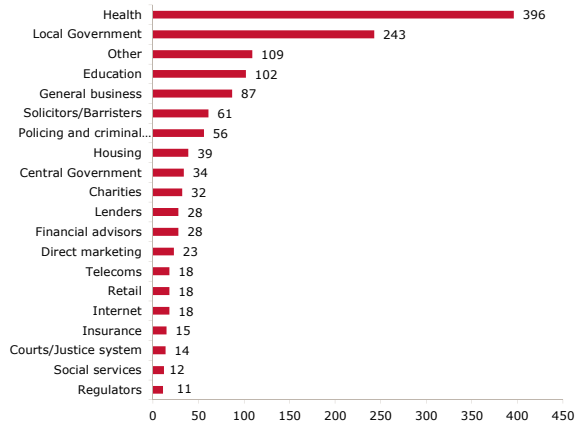
		Data Protection	PECR	FOI and EIR
2012/13	Quarter 1	285	3	2
	Quarter 2	308	23	0
	Quarter 3	279	20	3
	Quarter 4	454	15	3
	<b>Total</b>	<b>1,326</b>	<b>61</b>	<b>8</b>
2013/14	Quarter 1	338	27	3
	Quarter 2	439	15	5
	Quarter 3	556	36	8
	Quarter 4			
	<b>Total</b>	<b>1,333</b>	<b>78</b>	<b>16</b>

\*1158 cases finished with outcome investigated, remedial action identified YTD

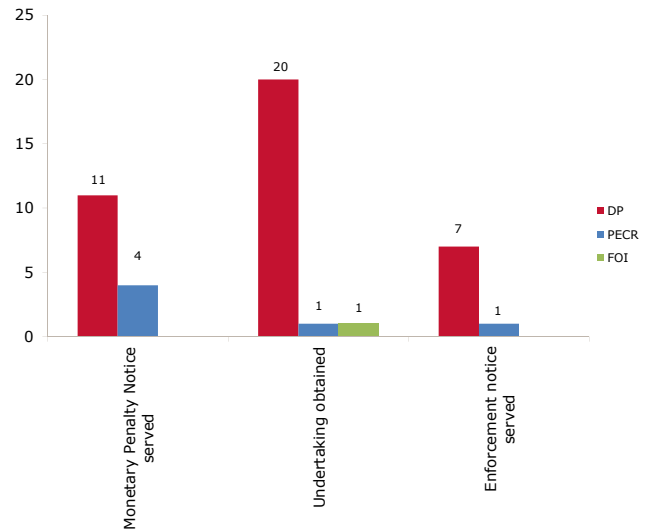
#### Age distribution of current caseload



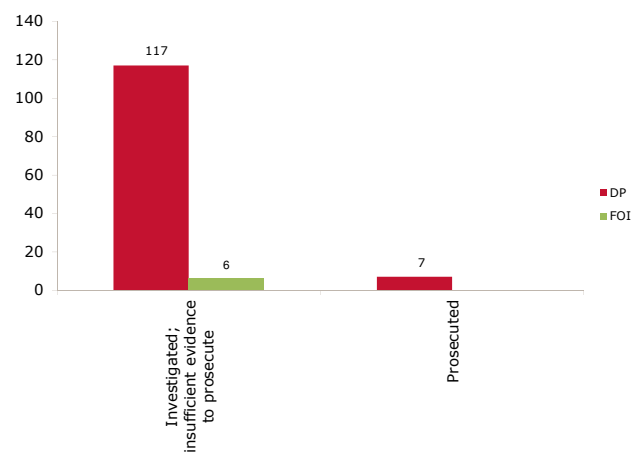
#### Sector breakdown of Enforcement work finished 2013-14



#### Outcome of Civil Enforcement work finished 2013-14



#### Outcome of Criminal Investigation work finished 2013-14



Investigated; remedial action identified - This category encompasses all cases investigated by the civil investigation team which do not result in formal regulatory action, such as a civil monetary penalty or enforcement notice. This also includes cases that may not breach the Data Protection Act, but where detailed advice can be provided to a data controller, to cases that require a full investigation of the circumstances of a breach but which eventually do not meet the criteria for formal action by the Commissioner.